

Page 2

By this Amendment, the Specification has been amended in accord with the figure designations in the formal drawings.

AMENDMENT

In the Specification:

Please delete the "Brief Description of the Drawings" section of the Specification and replace with the following section:

Brief Description of the Drawings

FIG. 1 is a block diagram depicting a generic implementation of the data exchange method of the invention between two computer systems.

FIG. 2 is a block diagram depicting the data exchange method of the invention implemented in a Microsoft Message Queue Server environment.

FIG. 3 is a flowchart of an example of a particular implementation of the data exchange method of the invention in connection with prepaid debit account related activity within a call processing system.

FIG. 4 is a flowchart of an example of a particular implementation of the data exchange method of the invention in connection with ordering commissary merchandise through a call processing system.

FIGS. 5A - 5B is a flowchart of an example of a particular implementation of the data exchange method of the invention in connection with a call processing system offering multiple feature functionality.

FIGS. 5C - 5D is a flowchart of an example of an alternate feature depicted in the flowchart in FIGS. 5A - 5B.

Please delete the paragraph beginning on page 14 at line 11 and replace with the following paragraph:

Page 3

In a preferred embodiment, the call processing system offers multiple services and functions that utilize the invention. This embodiment is illustrated in the flow charts in FIGS. 5A - 5D. Referring to FIG. 5A, a user originates a call at step 500 by picking up a phone in communication with the call processing system. At step 510, the user is prompted in English to choose the language in which they want subsequent prompts to be spoken. At step 520, the user enters a language choice. The call processing system then prompts the user to choose among the features offered by the system at step 530, which may include, for example, prepaid debit phone calls or ordering from a commissary system. Based upon a feature selection entered at step 540, the particular feature is carried out by the call processing system and/or the external system and exchange of data between the systems is accomplished in accordance with the methods set forth herein. The internal functionality of both the call processing system and the external system can be carried out in a variety of ways that would be known to one of ordinary skill in the art of computer programming and database management. For simplicity, only the functionality of the call processing system side of the network will now be discussed in greater detail.

Please delete the paragraph beginning on page 14 at line 27 and replace with the following paragraph:

If the user choice is determined to be prepaid debit phone calls at step 550, the following process is executed within the call processing system. The call processing system prompts the user to enter a destination phone number at step 560. The user enters the number at step 565. The call processing system then prompts the user to enter their Personal Identification Number (PIN) at step 570. The user then enters their PIN at step 575. The call processing system verifies that the PIN entered is valid at step 580. Referring to FIG. 5B, if the PIN is determined to not be valid at step 590, the call processing system notifies the user that the PIN is not valid at step 600 and terminates the interaction with the user at step 610. If the PIN is valid, the call processing system sends an initial request for the account balance associated with that PIN to its transient output message queue at step 620,

which is sent to an external system and database 630. If a response is not received in the transient input message queue of the call processing system within a configurable timeout threshold at step 640, the user is notified of this occurrence at step 650. If this occurs, the call processing system sends an alert message to every system on the network and terminates the interaction with the user at step 610. If a response is received in the transient input message queue, the call processing system notifies the user of the account balance amount at step 660. The call processing system then dials and connects the call at step 670. At steps 680 and 690, the call is processed until one minute of time can be satisfied by the account balance. The time threshold is configurable to any value. If this threshold is reached, the call processing system notifies the user at step 700 that only one minute (or other predetermined value) of conversation is left before the account balance is exhausted. At steps 710 and 720, the call processing system terminates the call when the balance in the account is exhausted or when the user terminates the call within the last minute. Upon termination of a call, the call processing system generates a Call Detail Record (CDR) and sends it to a persistent output message queue at step 730. The CDR includes the amount of the call. When the external system has completed its tasks associated with applying the amount of the call indicted in the CDR to the database, the call processing system then removes the CDR from its persistent input message queue.

Please delete the paragraph beginning on page 16 at line 2 and replace with the following paragraph:

If ordering from a commissary system is selected by a user at step 540 and determined by the call processing system at step 550, the following process is executed at step 800 in FIG. 5B. Step 800 is set forth in detail in FIGS. 5C - 5D. Referring now to FIG. 5C, the call processing system initiates the commissary feature at step 810 and prompts the user to enter their Personal Identification Number (PIN) at step 820. The user enters their PIN at step 830. The call processing system verifies that the PIN entered is valid at step 840. If the PIN is determined to not be valid at step 850, the call processing system notifies the user that the PIN is not valid at step 860 and terminates interaction with the user at step 870.

If the PIN is valid, the call processing system notifies the user at step 880 that entering the pound sign (#) at any subsequent prompt causes the termination of the interaction with the user. At step 890, the call processing system prompts the user to enter item information, such as a SKU for the item they want to purchase. The call processing system begins processing the request at step 900 and sends an initial request for information in connection with the selected SKU to its transient output message queue and sends the message to an external commissary system 910. If a response is not received in the transient input message queue of the call processing system within a configurable timeout threshold, the call processing system notifies the user of this occurrence as indicated at steps 920 and 930. If this occurs, the call processing system sends an alert message to every system on the network and terminates the interaction with the user at step 870. If the response indicates a problem with the selected SKU at step 940, the call processing system notifies the user of that fact at step 950 and repeats its processing to allow the entry of another SKU. If the response does not indicate any problems with the selected SKU, the call processing system notifies the user of the description, price and quantity available to purchase for the item associated with the selected SKU at step 960. The call processing system prompts the user to enter the quantity of the item associated with the selected SKU that they want to purchase at step 970. At step 980, the call processing system repeats the SKU and item information and re-prompts the user to enter the quantity if the user enters a quantity that exceeds the available quantity. Referring to FIG. 5D, if the quantity entered does not exceed the quantity available, the call processing system notifies the user of the SKU and quantity ordered at step 990 and prompts the user for verification at step 1000. If the user indicates that the order is not correct, the call processing system repeats its processing to allow the entry of another SKU by the user. If the order is correct at step 1010, the item order is placed in the persistent output message queue at step 1020 to be sent to the commissary system 910 and the user is notified that the order has been placed in the queue at step 1030. The call processing system then allows the entry of another SKU at 1040. If no further items are to be ordered, the call is then terminated at step 1050. When the commissary system 910 has completed its tasks associated with updating its database in connection with the item order